FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OAHB Control No. 3060-0986/OAHB Control No. 3060-081 July 2013
<010> Study Area Code	411780
<015> Study Area Name	HAVILAND TEL CO
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	Lori Larsh
<035> Contact Telephone Number: Number of the person identified in data line <030>	6208623220 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	llarsh@havilandtelco.com
Form Type	54.313 and 54.422

1.00	Service Quality Improvement Reporting ollection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0 July 2013	)819
<010>	Study Area Code	411780			
<015>	Study Area Name	HAVILAND TEL CO			
<020>	Program Year	2017			
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh			
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandte	lco.con		
<110>	Has your company received its ETC certification from the FCC?  If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no )	$\overline{\cap}$		
<112>	If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "S year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.		780ks112.pdf	News of Americal Programs	
	Please select the appropriate responses below (Yes, No, Not Applicable) to confi that the attached document(s), on line 112, contains a progress report on its five service quality improvement plan pursuant to §54.202(a). The information shall I submitted at the wire center level or census block as appropriate.	e-year		Name of Attached Document	
<113>	Maps detailing progress towards meeting plan targets		Yes		
<114>	Report how much universal service (USF) support was received		Yes	_	
<115>	How much (USF) was used to improve service quality and how support was used to impro	ove service quality	Yes	7	
<116>	How much (USF) was used to improve service coverage and how support was used to improve	rove service coverage	Yes	1	
<117> <118>	How much (USF) was used to improve service capacity and how support was used to improve an explanation of network improvement targets not met in the prior calendar year.	rove service capacity	Yes Not Applicable		

	vice Outage R lection Form	Reporting (Vo	ice)						OI	C Form 481 MB Control No. 3060 ly 2013	0-0986/OMB Control I	No. 3060-0819
<010>	Study Area C	ode				411780						
<015>	Study Area N					HAVILAND TE	L CO					
<020>	Program Year	7				2017			***************************************			
<030>	Contact Nam	e - Person USA	C should conta	ct regarding thi	s data	Lori Larsh						
<035>	Contact Telep	hone Number	- Number of p	erson identified	l in data line <0	6208623220	ext.					
<039>	Contact Emai	l Address - Ema	ail Address of p	erson identifie	i in data line <	030> 11arsh@hav	ilandtelco.com			wa		
<210>	For the prio	r calendar ye	ar, were ther	e any reporta	ble voice serv	rice outages?	No					
<220>	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d>&gt;</d>	<e></e>	<f></f>	<g></g>	<h></h>
	NORS Reference Number	Outage Start Date	Outage Start Time		Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple	Service Outage Resolution	Preventative Procedures
							-					
					,							
	<u> </u>											
	ļ											

	fulfilled Service Request ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	411780	
<015>	Study Area Name	HAVILAND TEL CO	!
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh	
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com	
<300> U	nfulfilled service request (voice)	0	
<310> C	etail on attempts (voice)		
	Na	me of Attached Document	
<320> I	Unfulfilled service request (broadband)	0	
<330>	Detail on attempts (broadband)		
		Name of Attached Document	

(400) Number of Complaints per 1,000 customers		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		생물이 있는 아이들이 할 때 그리고 있는 것이라고 있다. 그는 사람들은 사람들이 되는 것이 없는 것이 없는 것이다. 그는 것이 없는 것이 없는 것이다.
		July 2013

<010>	Study Area Code 411780
<015>	Study Area Name HAVILAUD TEL CO
<020>	Program Year 2017
<030>	Contact Name - Person USAC should contact regarding this data Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>
<039>	Contact Email Address - Email Address of person identified in data line that the contact Email Address - Email Address of person identified in data line that the contact Email Address - Email Address of person identified in data line that the contact Email Address - Email Address of person identified in data line that the contact Email Address - Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of person identified in data line that the contact Email Address of the contact Email Addre
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.
<410>	Complaints per 1000 customers for fixed voice 0.0
<420>	Complaints per 1000 customers for mobile voice
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.
<440>	Complaints per 1000 customers for fixed broadband 0.0
<450>	Complaints per 1000 customers for mobile broadband

(Sant)		July 2013
:010>	Study Area Code	411760
:015>	Study Area Name	HAVILAND TEL CO
:020>	Program Year	2017
:030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
:039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.ccn
:500>	Certify compliance with applicable service quality standards and consumer pro	otection rules Yes
		411780ks510.pdf

(600) Functionality in Emergency Situations Data Collection Form		FCC Form 481 OMB Control N July 2013	to. 3060-0986/OMB Control No. 3060-0819
	and a great great field in the large great and the field of the regularization of the field of the control of t	July 2013	

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	411780ks610.pdf

100 100 100 100	rice Offerings including Voice Rate Data	FCC Form 481
	llection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
	24 mm 1 1 mm 1 mm 1 mm 1 mm 1 mm 1 mm 1	The state of the s
<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data	line <030> 6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data	line <030> llarsh@havilandtelco.com
<701>	Paridantial Local Sensies Charge Effective Date 1/1/2016	

 <701>
 Residential Local Service Charge Effective Date
 1/1/2016

 <702>
 Single State-wide Residential Local Service Charge
 17.0

<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fo
							*****	
				See at	tached worksheet			
				See al	IACHEU WUINSHEEL			
							······································	

The state of the s		
Intol page	rand Price Offerings	FCC Form 481
III TUI BIOAL	tand Price Oriennes	100101111401
municipal property and the	_	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collec	on Form	OMB COMO NO. 3000-0360/OMB COMO NO. 3000-0613
70-0007-00-00-000000000000000000000000		
######################################		July 2013
\$100 PM \$100 PM \$200 PM \$200 PM		

<010>	Study Area Code 4	11780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person Identified In data line <030>	620862322D ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

<711>	(al>	<92>	 4b1>	<b2></b2>	<⇔	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
-									
-									
-				- See attac worksheet -	hed				
				worksneer-					
F									
-									
-									
-									

######################################	erating Companies lection Form				FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		411780		
<015>	Study Area Name		HAVILAND TEL	CO	
<020>	Program Year		2017		
<030>		JSAC should contact regarding this data	Lori Larsh		The state of the s
<035>		ber - Number of person identified in data line <030>	6208623220 es	xt.	
<039>		Email Address of person identified in data line <030>	llarsh9havil	andtelco.com	
<810>	Reporting Carrier	Haviland Telephone Company, Inc.			
<811>	Holding Company	LICT Corporation			
<812>	Operating Company	Haviland Telephone Coxpany, Inc.			
<813>		(al)		<e2></e2>	<a3></a3>
		Affiliates		SAC	Doing Business As Company or Brand Designation
			See att	ached worksho	et
_					
_					,
-					
-					

	bal Lands Reporting Hection Form	FCC Form 481 OMB Control No July 2013	o. 3060-0986/OMB Control No. 3060-0819
<010>	Study Area Code	411780	
<015>	Study Area Name	HAVILAND TEL CO	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh	
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.	C
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com	
<900>	Does the filing entity offer tribal land services? (Y/N)	Ио	
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation	Name of Attached Document	
If your o	company serves Tribal lands, please select (Yes,No, NA) for each these boxes		
	rm the status described on the attached document(s), on line 920,		
	trates coordination with the Tribal government pursuant to	Select	
	B(a)(9) includes:	Yes or No or	
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	Not Applicable	
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.	T I	

ata Coll	ection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh9havilandtelco.com

(1000) Voice and Broadband Service Rate Comparability

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

<1000>	Voice services rate comparability certification	Yes
<1010>	Attach detailed description for voice services rate comparability compliance	411780ks1010.pdf  Name of Attached Document
<1020>	Broadband comparability certification	Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance	411780ks1030.pdf
		Name of Attached Document

	o Terrestrial Backhaul Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	411780	
<015>	Study Area Name	HAVILAND TEL CO	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh	
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com	
	Certify whether terrestrial backhaul options exist (Y/N)  Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256	Yes	
	upstream within the supported area pursuant to § 54.313(g).		

Lifeline	erms and Condition for Lifeline Customers ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com
<1210>		411780k=1210.pdf
	Ļ	Name of Attached Document
<1220>	Link to Public Website HTTP 1.	ttp://gortal.havilandtelco.com/lifeline/terns
or the we	neck these boxes below to confirm that the attached document(s), on line 1210, bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	
<1223>	Additional charges for toll calls, and rates for each such plan.	

(2000) Price	Cap Carrier Additional Documentation		FC	C Form 481
Data Collecti	on Form		ol	MB Control No. 3060-0986/OMB Control No. 3060-0819
including Rat	e-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		Ju	y 2013
	udy Area Code 411			
		ILAND TEL CO		
	Brain red	i Larsh		
		8623220 ext.		
		rsh@havilandtelco.co	n	
200				
	appropriate responses below (Yes, No, Not Applicable) to note con ect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(			
In	cremental Connect America Phase I reporting			
<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that	for the July 1	•	
	2016 certification, this applies to Round 2 recipients of In	•		
	, , , ,			
	Support 47 979 5 54 949 (1944)			
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that	,		
	2016 certification, this applies to Round 1 recipients of In	cremental		
	Support			
<2022>	Recipient certifies, representing year two after filing a no	tice of		
~2022/	acceptance of funding pursuant to 54.312(c), that the loc			
	question are not receiving support under the Broadband			
	Program or the Broadband Technology Opportunities Pro	gram for		
	projects that will provide broadband with speeds of at lea	st 4		
	Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.			
-2022	The attachment on line 2024 includes a statement of the	tatal amount of		
<2023>			L	
	capital funding expended in the previous year in meeting			
	America Phase I deployment obligations, accompanied by	a list of census		
	blocks indicating where funding was spent. This covers ye	ear two -		
	54.313(b)(2)(ii). Round 2 recipients only.			
.20244.				· -
<2024A>	Round 2 Recipient of Incremental Support?			
<2024B>	Attach list of census blocks indicating where funding was	spent in year	Name of Attached Document Listin	g
	two - 54.313(b)(2)(ii). Round 2 recipients only.		Required Information	
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?			
<zuzsa></zuzsa>	Roulid 1 of Roulid 2 Recipient of incremental support:			
<2025B>	Attach geocoded Information for Phase I milestone report	ts (Round 1 for	Name of Attached Document Listin	g
	year three and Round 2 for year two) - Connect America F		Required Information	
	Docket 10-90, Report and Order, FCC 13-	, •••-		
	Docket 10-30, Report and Order, PCC 13-			<u> </u>
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.	.313(c)(4)		
	•••			

Data Collection For	arrier Additional Documentation (Continued) rm eturn Carriers offiliated with Price Cop Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0926/OMB Control No. 3060-0819 July 2013
Price	Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}	
<2016>	Certification support used to build broadband	
Connect	t America Phase II Reporting {47 CFR § 54.313(e)}	
<2017A>	Connect America Fund Phase II recipient?	
<2017B>	Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price	Name of Attached Document Listing Required Information
<2018>	cap carrier used for capital expenditures in 2015.  Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)	Name of Attached Document Listing Required Information
<2019>	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in	
<2020>	urban areas for comparable offerings - 54.313(e)(2)(v) Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)	
<2021>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)	
<2026>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)	
<2027>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)	

(3005) Rate Of Return Carrier Additional		FCC Form 481	
		OMB Control No. 3060-0986/OMB Cont	
Data Collection Form			
		July 2013	

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)			
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}		Yes - Attach Certific	411780ks3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Doc Information	ument Listing Required	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community	Anchors	
(3012B)	Please Provide Attachment	Name of Attached Doc Information	ument Listing Required	
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	(Yes/No)	$\circ$	
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	0 0	
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  Electronic copy of their annual RUS reports			
(204.6)	(Operating Report for Telecommunications Borrowers)			
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		ļ	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Doc Information	ument Listing Required	
(3018)	If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	(Yes/No)	00	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers			
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows			
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers			
(3023)	Underlying information subjected to a review by an independent certified public accountant			
(3024)	Underlying information subjected to an officer certification.			
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows			
(3026)	Attach the worksheet listing required information	Name of Attached Docu Information	ument Listing Required	

|--|

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	The state of the s
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

	and Experiment Additional Doc	FCC Form 481		
Data Collection For			lo. 3060-0986/OMB Contro	
		1nlv 2013		

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori larsh
<035>	Contact Telephone Number - Number of person identified in data li	
<039>	Contact Email Address - Email Address of person identified in data I	ine <030> llarsh@havilandtelco.con

#### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

#### Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

#### Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a**. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

#### If yes to 4003A, please provide a response for 4003B.

relevant geographic area.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to	Name of Attached Document Listing Required Information	
broadband service in the preceding calendar year.		
Broadband Deployment Locations – FCC 14-98 (para	agraph 80)	
<b>4004a.</b> Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the	Name of Attached Document Listing Required Information	

|--|

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.con

#### TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

#### Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: HAVILAND TEL CO

Signature of Authorized Officer: CERTIFIED CRILINE Date 06/27/2016

Printed name of Authorized Officer:  $^{
m Mark}$   $^{
m Wade}$ 

Title or position of Authorized Officer: Vice-President of Operations

Telephone number of Authorized Officer: 6208625211 ext.

Study Area Code of Reporting Carrier: 411780 Filing Due Date for this form: 07/01/2016

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

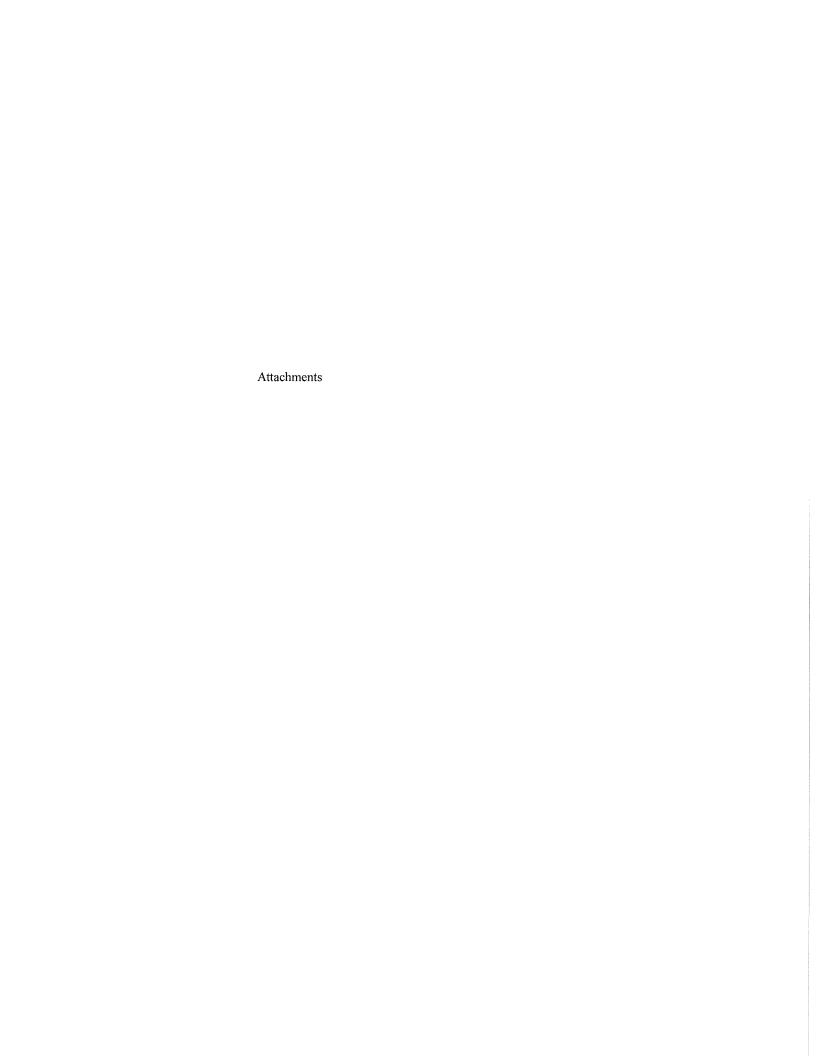
	don - Agent / Carrier ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6209623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

#### TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

is authorized to submit the information reported on behalf of the reporting ca also certify that (lame of Agent).  Is authorized to submit the information reported on behalf of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:

#### TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipie	nts on Behalf of Reporting Carrier
l, as agent for the reporting carrier, certify that I am auth the data reported herein based on data provided by the r	orized to submit the annual reports for universal service support reporting carrier; and, to the best of my knowledge, the informati	recipients on behalf of the reporting carrier; I have provided on reported herein is accurate.
Name of Reporting Carrier:		
Name of Authorized Agent Firm:		
Signature of Authorized Agent or Employee of Agent:		Date:
Name of Authorized Agent Employee:		
Title or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	



	ce Offerings including Voice Rate	e Data	FCC Form 481		
Data Col	lection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		
<010>	Study Area Code	411780			
<015>	Study Area Name	HAVILAND TEL CO			
<020>	Program Year	2017			

<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

1/1/2016 <701> Residential Local Service Charge Effective Date <702> Single State-wide Residential Local Service Charge

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	  State Universal Service Fee	<bs></bs> Mandatory Extended Area Service Charge	Total per line Rates and Fe
KS	ALL		FR	17.0	0.0	1.56	0.0	18.56
							Mar a.	
							-	
							MEN COLOR	

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	411780
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori larsh
<035>	Contact Telephone Number - Number of person Identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.ccn

<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2:< th=""><th>· <d3></d3></th><th></th><th></th></d2:<>	· <d3></d3>		
Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees				Usage Allowance Action Taken When Limit Reached (select)
ALL	31.95	18.56	50.51	1.5	0.364	999999	Other, NCNE
ALL	49.95	18.56	68.51	8.0	1.0	999999	Other, NGIE
ALL	59.95	18.56	78.51	14.0	1.0	999999	Other, NGME
ALL	69.95	18.56	88.51	20.0	1.0	999999	Other, NGNE
ALL	99.0	18.56	117.56	14.0	2.0	999999	Other, NGE
ALL	129.0	18.56	147.56	20.0	2.0	99999	Other, NONE
							,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
							*
		;					
	+						
			~~~~				
	Exchange (HEC)  ALL  ALL  ALL  ALL  ALL	Residential Rate   Residential Rate   Rate	Exchange (ILEC)         Residential Rate         State Regulated Fees           ALL         31.95         18.56           ALL         49.95         18.56           ALL         59.95         16.56           ALL         69.95         18.56           ALL         99.0         18.56	Exchange (ILEC)         Residential Rate         State Regulated Fees         Total Rates and Fees           ALL         31.95         18.56         50.51           ALL         49.95         18.56         68.51           ALL         59.95         16.56         78.51           ALL         69.95         16.56         98.51           ALL         99.0         18.56         117.56	Exchange (ILEC)         Residential Rate         State Regulated Fees         Total Rates and Fees         Broadband Service - Download Speed (Mbps)           ALL         31.95         18.56         50.51         1.5           ALL         49.95         18.56         68.51         8.0           ALL         59.95         18.56         78.51         14.0           ALL         69.95         18.56         88.51         20.0           ALL         99.0         18.56         117.56         14.0	Exchange (ILEC)         Residential Rate         State Regulated Fees         Total Rates and Fees         Broadband Service - Download Speed (Mbps)         Broadband Service - Download Speed (Mbps)           ALL         31.95         18.56         50.51         1.5         0.384           ALL         49.95         18.56         68.51         8.0         1.0           ALL         59.95         18.56         78.51         14.0         1.0           ALL         69.95         18.56         88.51         20.0         1.0           ALL         99.0         18.56         117.56         14.0         2.0	Exchange (ILEC)         Residential Rate         State Regulated Fees         Total Rates and Fees         Broadband Service Download Speed (Mbps)         Broadband Service Upload Speed (Mbps)         Usage Allowance (GB)           ALL         31.95         18.56         50.51         1.5         0.384         999999           ALL         49.95         18.56         68.51         0.0         1.0         999999           ALL         59.95         18.56         78.51         14.0         1.0         999999           ALL         69.95         18.56         88.51         20.0         1.0         999999           ALL         99.0         18.56         117.56         14.0         2.0         999999

(800) Op	erating Companies			FCC Form 481
Data Coll	lection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819
				July 2013
<010>	Study Area Code		411780	
<015>	Study Area Name		HAVILAND TEL CO	
<020>	Program Year		2017	
<030>	Contact Name - Person t	JSAC should contact regarding this data	Lori Larsh	
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	6208623220 ext.	
<039>	Contact Email Address -	Email Address of person identified in data line <030>	llarsh@havilandtelco.com	
<810>	Reporting Carrier	Haviland Telephone Company, Inc.		
<811>	Holding Company	LICT Corporation		
<812>	Operating Company	Haviland Telephone Company, Inc.		

(800) Operating Companies

<al></al>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Bretton Woods Telephone Company, Inc.	120038	Bretton Woods, World Surfer
Upper Peninsula Telephone Company	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.
Michigan Central Broadband Company	310765	Michigan Broadband Services, MCBC, Alphacomm.net
Belmont Telephone Company	330847	Belmont, LaGrant Connections, LLC
Cuba City Telephone Exchange Company	330872	Cuba City, LaGrant Connections, LLC
Central Scott Telephone Company	351125	Central Scott
CST Communications, Inc.	359032	CST Communications, iWireless
WAPSI Wireless, LLC	359041	iWireless
Haviland Telephone Company, Inc.	411760	Haviland, Giant Communications, Inc.
J. B. N. Telephone Company, Inc.	411785	J.B.N., Giant Communications, Inc.
Western New Mexico Telephone Co., Inc.	492268	WNM Communications
Central Utah Tel Inc.	502277	CentraCom
Skyline Telecom	502283	CentraCom
Bear Lake Comm	503032	CentraCom
Cal-Ore Telephone Company	542311	Cal-Ore
Giant Communications, Inc.		Giant
Alpha Enterprises Limited, Inc.		Alphacomm.net
World Surfer, Inc.		World Surfer
Netsync Internet Services Corporation		Netsync
Valley Communications, Inc.		Valley
Central Telcom Services, LLC		CentraCom
LaGrant Connections, LLC		LaGrant Connections, LLC
WNM Communications Corporation		WNM Communications

Operating Comp Collection Form	anies				FCC Form 481 OMB Control No July 2013	». 3060-0986/OMB	Control No. 3060-081	9

<010>	Study Area Code	411760
<015>	Study Area Name	HAVILAND TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lori Larsh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6208623220 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	llarsh@havilandtelco.com

<810>	Reporting Carrier	Haviland Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Haviland Telephone Company, Inc.

<813> <a1></a1>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Cal-Ore Communications, Inc.		Cal-Ore Communications
CS Technologies, Inc.		CS Technologies
INTER-COMMUNITY TELEPHONE COMPANY	381616	Inter-Community
Dixon Acquisition, LLC	351150	Dixon
TANAN TELEVISION OF THE PROPERTY OF THE PROPER		
Print Control of Contr		

**File name:** 411780ks112.pdf

## Haviland Telephone Company, Inc. Line 112 – Annual Progress Report on Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.313(a)(1), this document provides the Company's annual progress report on the five-year service quality improvement plan filed in 2015 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

We realize that 47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

Therefore, this document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including maps explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses.

The Company is one hundred percent compliant with the minimum broadband speed standard of 10 Mbps downstream and 1 Mbps upstream ("10/1 Mbps") adopted by the FCC in December 2014.

#### QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the period from January 1, 2015 through December 31, 2015, the Company received approximately \$2,086 Million in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which was used approximately \$101 Thousand for capital expenditures and \$1,985 Million to cover a portion of the Company's operating expenses.

# Haviland Telephone Company, Inc. Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

### QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY, SERVICE COVERAGE AND SERVICE CAPACITY:

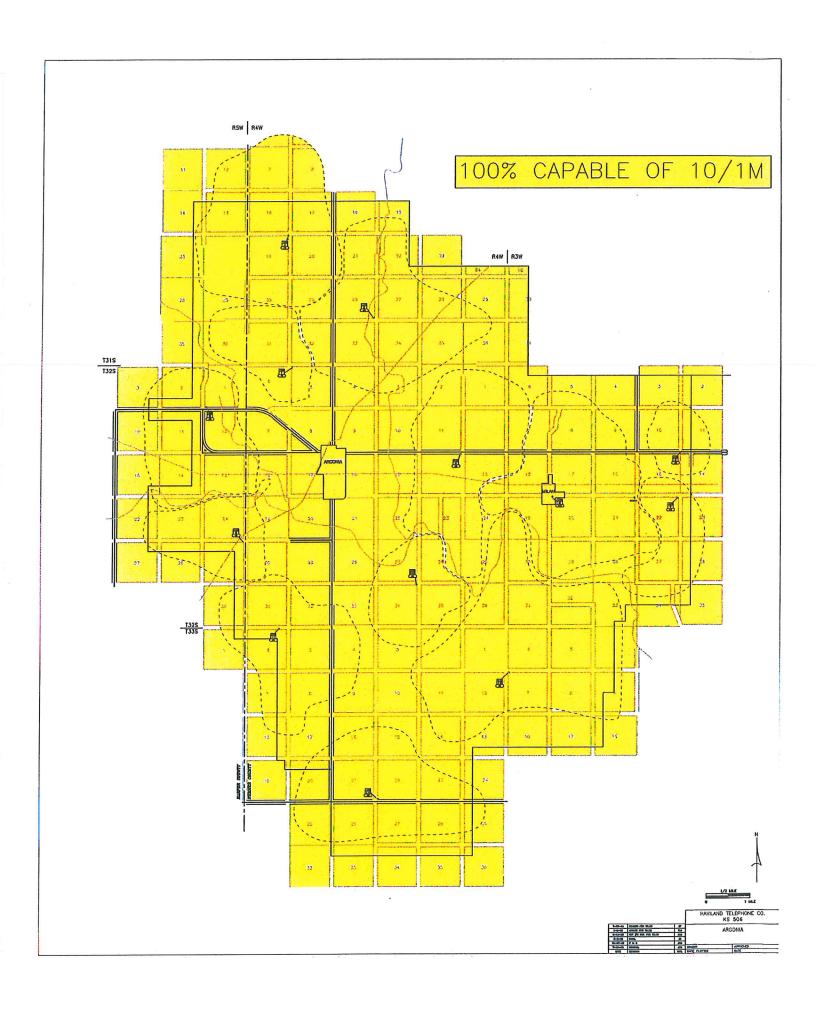
Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve service coverage, at the wire center level or census block, as appropriate. Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The Company continues to improve service quality in numerous ways such as increasing the bandwidth to the cloud, as needed, or installing new equipment where required. However, since 100% of our customers can receive 10/1 Mbps, the vast majority of our capital expenditures are very specific based on customer requests including installing new customers to our network.

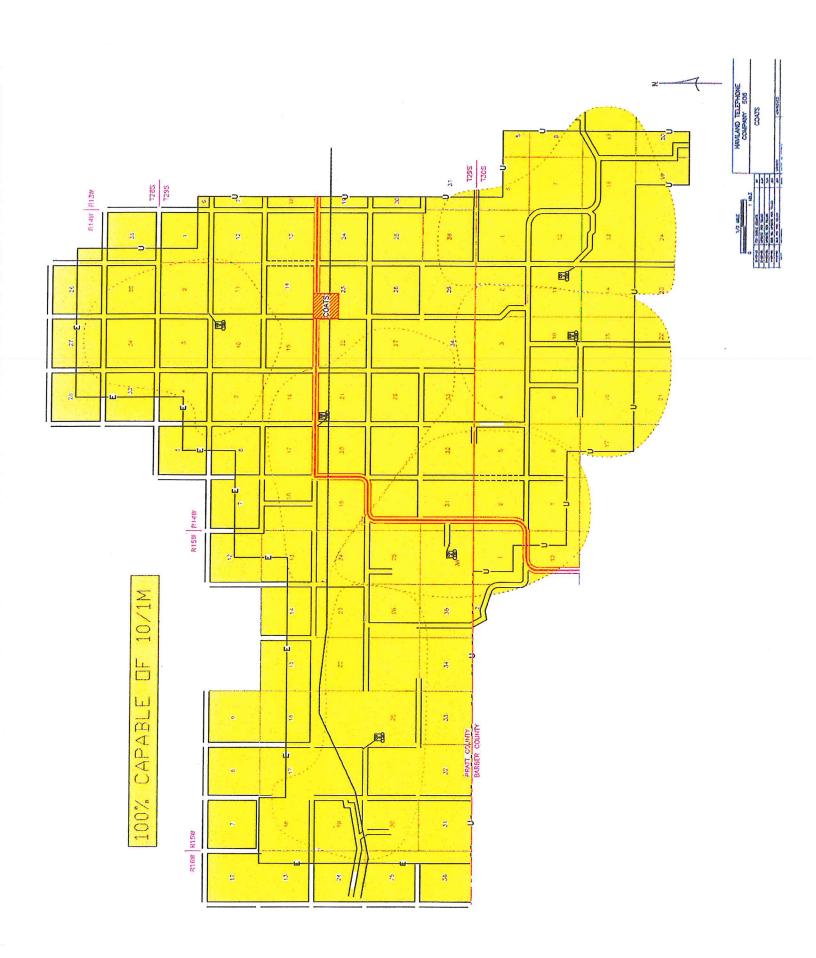
#### **COMMUNITY ANCHOR INSTITUTIONS:**

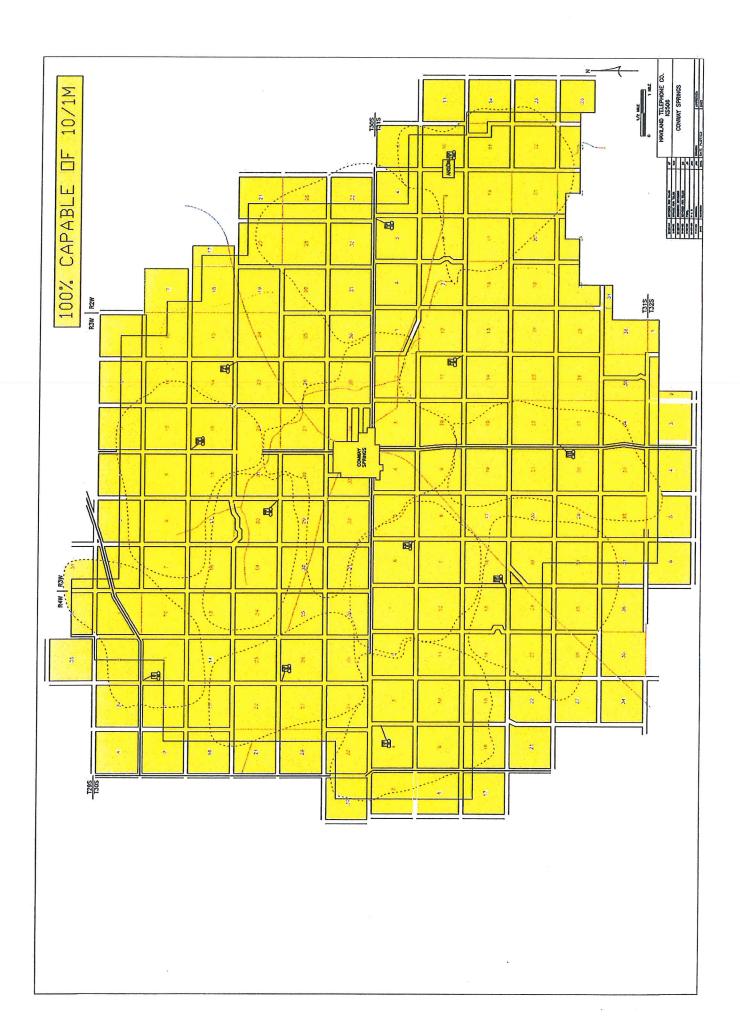
Lines 3011 and 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.

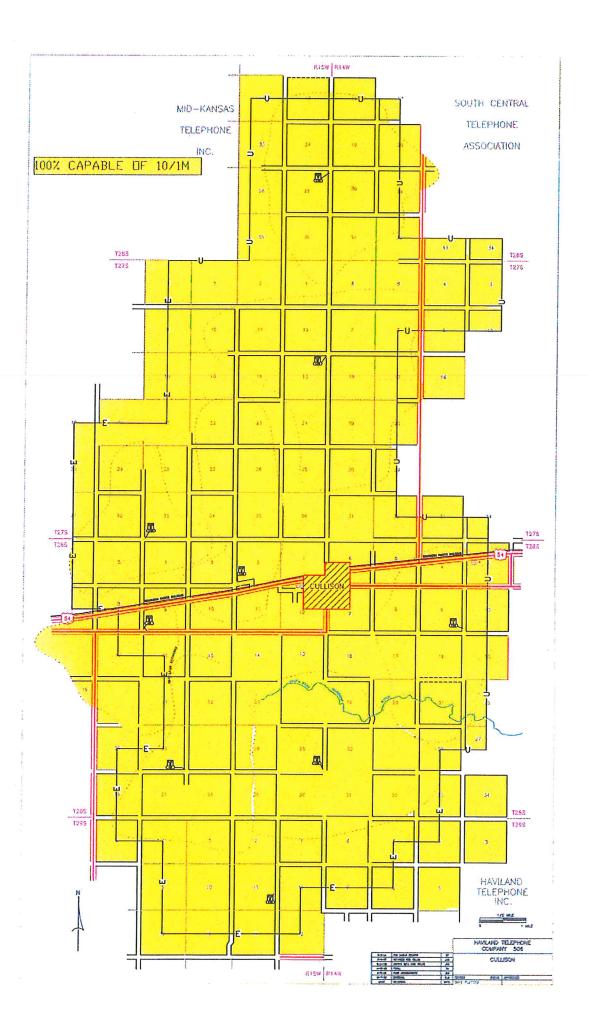
### **CONCLUSION:**

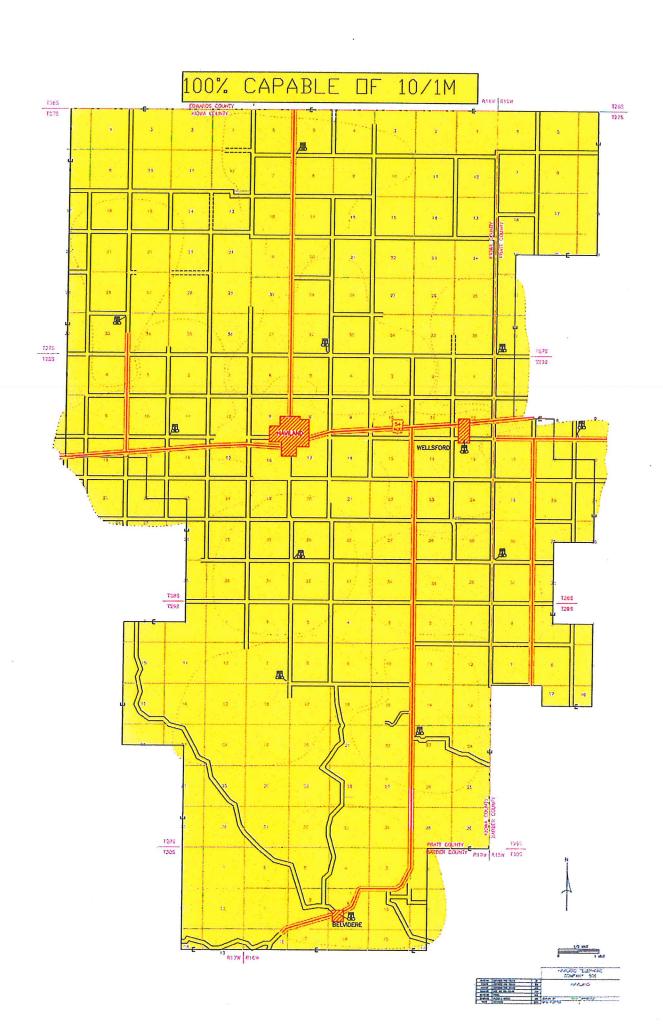
The Company is able to provide 10/1 Mbps to all of its customers. Further improvements will continue towards increased speed, capacity and quality of service in our service territory; however, the Company is 100% in compliance with the minimum broadband speed standard set by the FCC in December 2014.

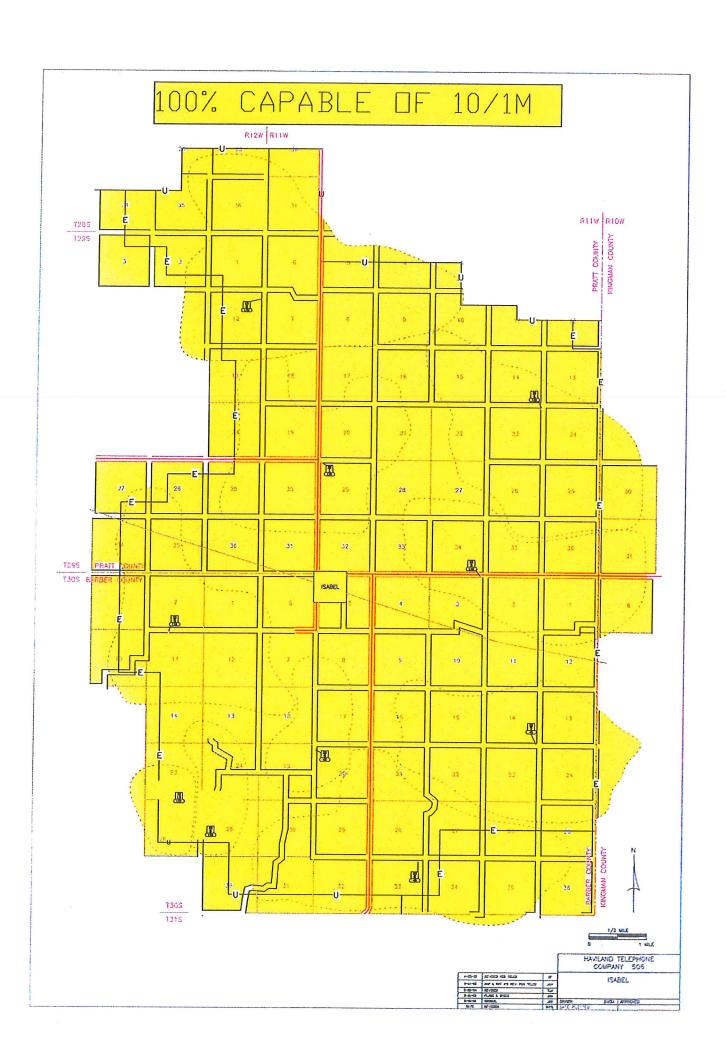


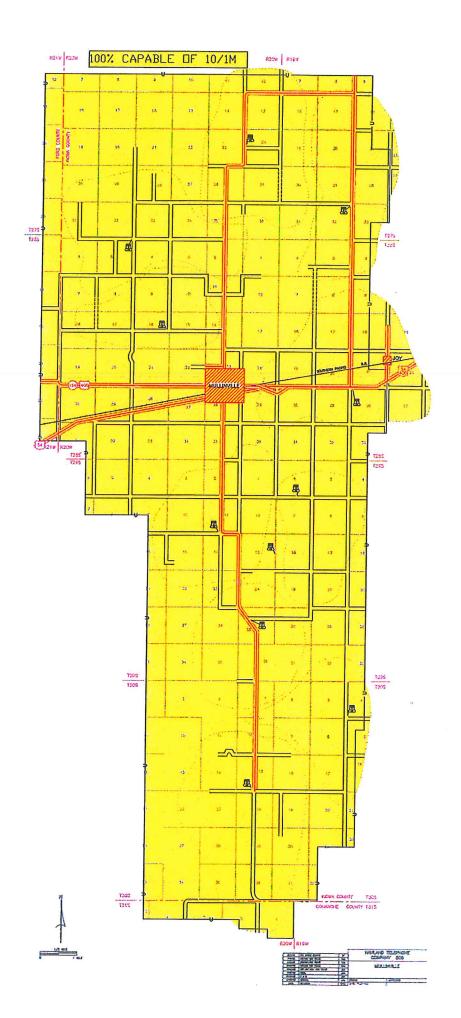


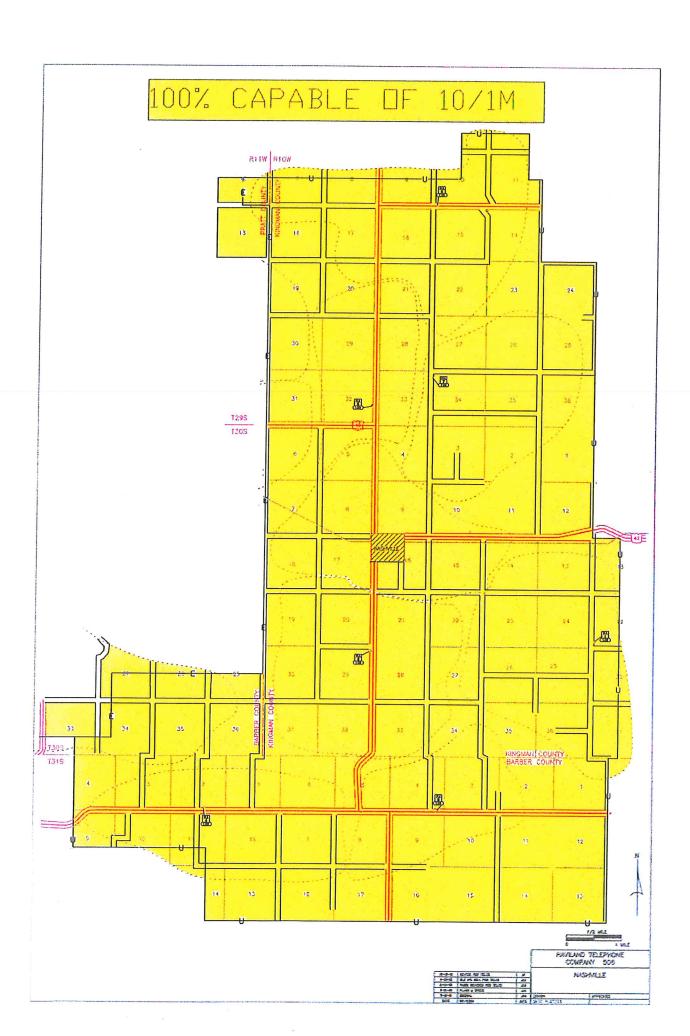


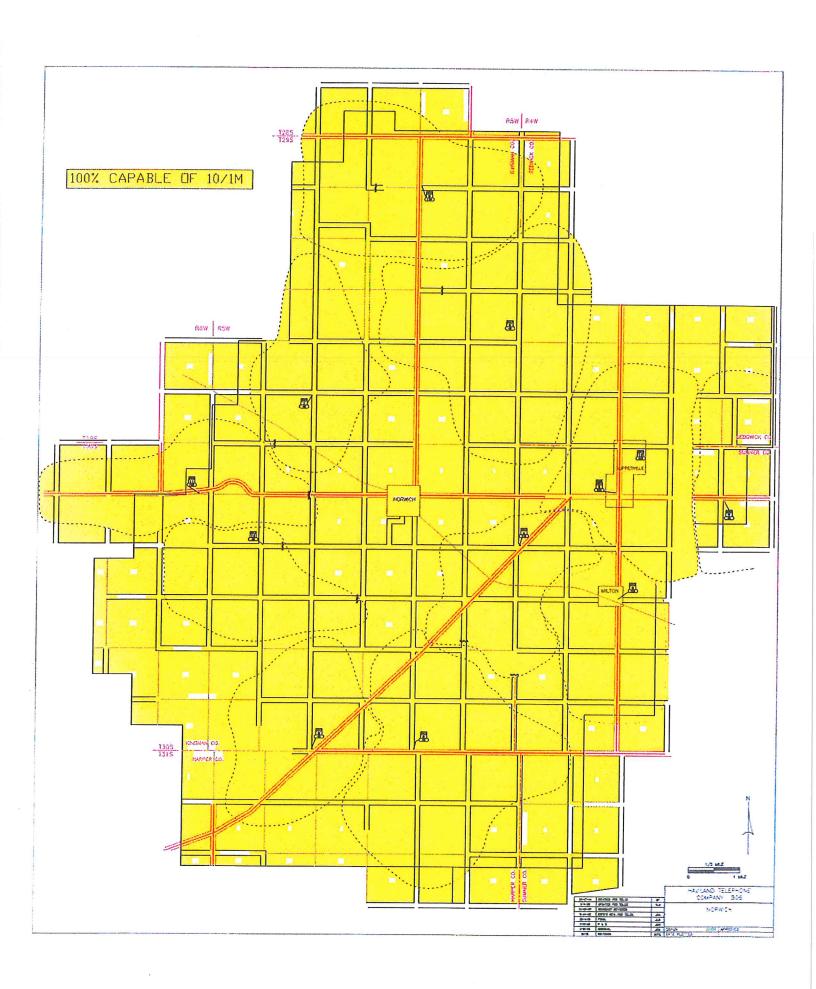


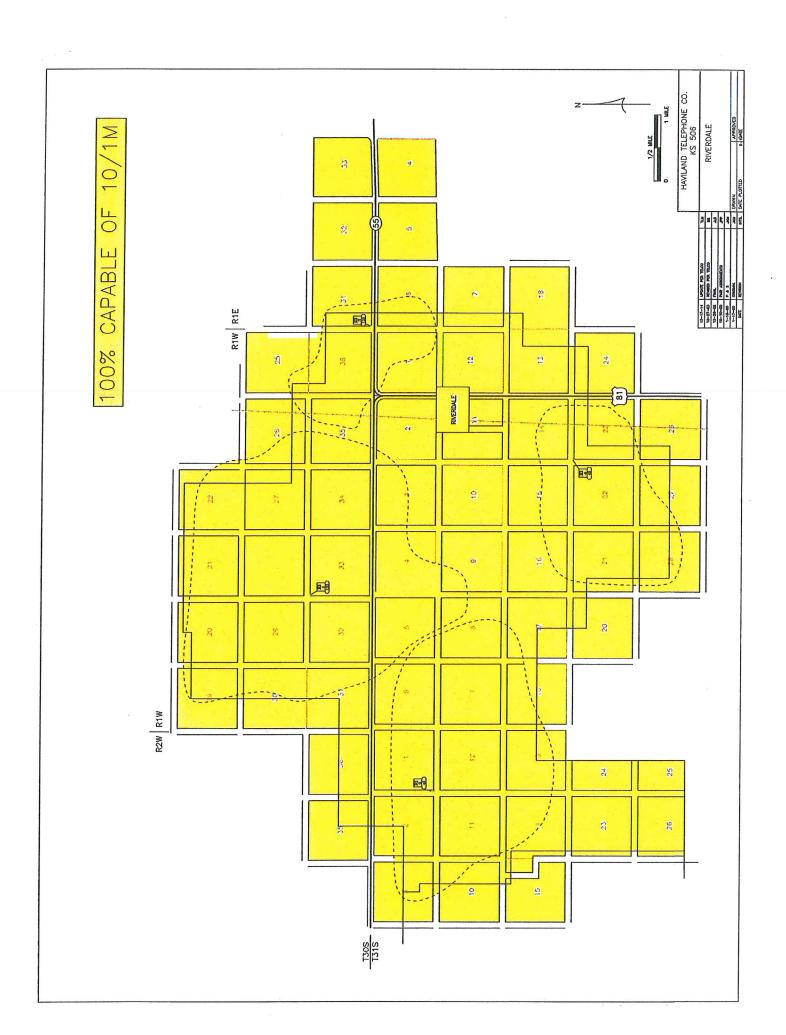


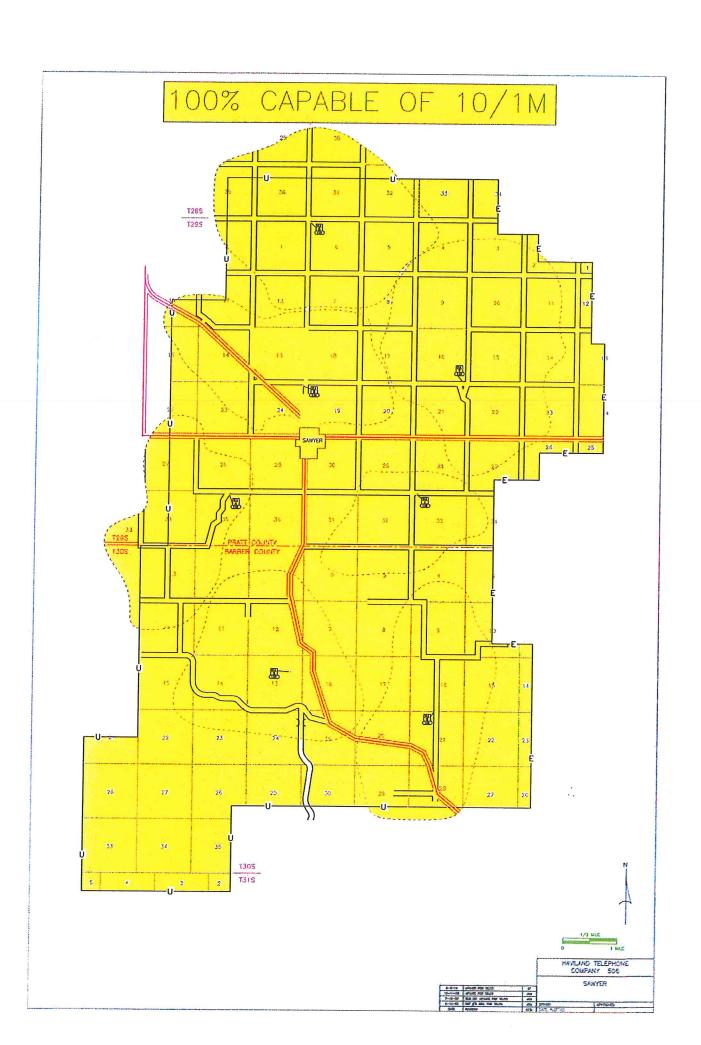


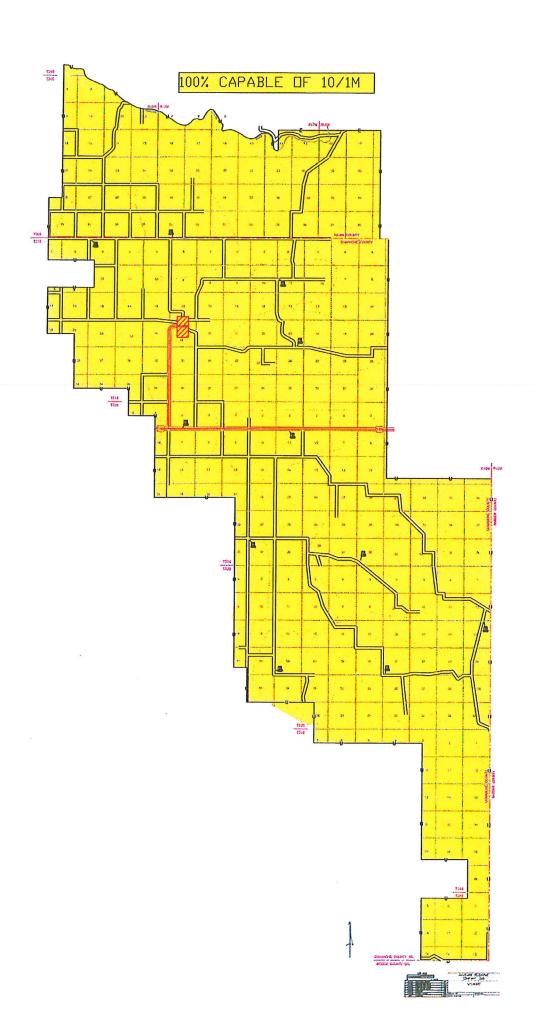












File name: 411780ks310.pdf

# Haviland Telephone Company, Inc. Line 310 – Unfulfilled Voice Telephony Service Requests Resolution

As required in 47 C.F.R. § 54.313(a)(3), the following provides the Company's status on providing service to potential customers in 2015:

There were no unfulfilled service requests in 2015 in the service area in which the Company is designated as an ETC so no further documentation is required.

File name: 411780ks510.pdf

## Haviland Telephone Company, Inc.

## Line 510 - Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

**SERVICE QUALITY STANDARDS:** The Company abides by the State Commission's requirements for service quality. All required reporting is done with the Company in full compliance of the service quality standard requirements shown in Exhibit A.

### CONSUMER PROTECTION RULES:

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

## INSERT STATE QUALITY OF SERVICE RULES HERE

## THE STATE COMMISSION OF THE STATE OF KANSAS

Before Commissioners: Timothy E. McKee, ChairSusan M. Seltsam John Wine

In the Matter of a General Investigation ) in to Universal Service, Docket No. 191,206-UTelecommunications Infrastructure, and Quality of Service.

## **ORDER**

NOW, the above-captioned matter comes for consideration and determination before the State Corporation Commission of the State of Kansas (Commission). Having examined its files and records, and being duly advised in the premises, the Commission finds as follows:

- I. Background
- 1. On August 11, 1994, the Commission issued an Order opening the above-captioned general investigation into universal service, telecommunications infrastructure modernization and quality of service.
- 2. On February 5, 1996, Commission staff (Staff) filed a Motion to Consolidate Issues from Docket No. 191,206-U into the Competition Docket, Docket <sup>190,492-u.</sup> On April 4, 1996, the Commission granted Staff's motion by consolidating all issues from the above-captioned docket, except the quality of service issue, into Docket 190,492-U. Because the quality of service issue involves

many technical and reporting issues, the Commission determined it should remain in the above-captioned docket.

 $_{3.}$  On May 17, 1996, Senate Substitute for Substitute for House Bill No. 2718 (1996 Kansas Act) was signed into law. Section 3(1) of the 1996 Kansas Act requires the Commission to "initiate and complete a proceeding to establish

. minimum quality of service

standards which will be equally applicable to all local

exchange carriers and telecommunications carriers in the state" not later than January 1,1997. The 1996 Kansas Act provides for fines between \$100 and \$5,000 for each quality of service violation.

4. On October 2, 1996, the Commission issued an order requesting

comments from facilities-based interexchange carriers regarding how to carry-out House Bill 2728's quality of service provision. <sub>5.</sub> On November 12, 1996, Southwestern Bell Telephone Company (SWBT) filed a

Motion for Leave to file comments in this docket.

. <sub>6.</sub> On November 15, 1996, the Commission granted SWBT's's Motion for Leave to file comments.

7. On December 4, 1996, the Commission received a memorandum from Staff summarizing the comments received from AT&T Communications of the Southwest, Inc. (AT&T), MCI, and SWBT. AT&T stated "quality of service standards" should be required only if competitive market forces do not exist. MCI stated "interexchange carriers are currently subjected to the most rigorous quality of service standards imposed by the marketplace -customer choice." SWBT stated

"customer choice is the most effective quality assurance plan for monitoring telecommunications in Kansas."

# II. Discussion

- 8. Staff agreed with respondents' comments regarding the market's effect on quality of service. Staff stated customers may presentiy obtain interexchange service from a multitude of interLATA interexchange carriers. Staff also stated Section 6(a) of the 1996 Kansas Act requires that by J u l y 1998,100% of access lines be equipped for equal access service. Staff noted that as of December 1, 1996, close to 100% of the access lines in Kansas were equipped for equal access service. Staff also stated interLATA interexchange carriers have been price deregulated for several years and quality of service has been consistently high as evidenced by the low number of service quality complaints received by the Commission since 1990. Staff also stated the FCC imposes no quality of service standards on interexchange carriers because competition among providers has insured customers receive high quality service. Staff also stated that a majority of service problems occur in either the originating or terminating local exchange carrier's networks and that recently established quality of service standards for local exchange carriers will monitor such problems. 9. To comply with the 1996 Kansas Act's directive to establish minimum quality of service standards, Staff proposed that the following quality assurance standards be
- established: (1) that interLATA interexchange carriers provide reasonably sufficient and efficient service to their customers as indicated by not

more than four bona fide quality of service complaints received by the Commission in a rolling twelve month period; (2) that upon receipt of more than four such complaints in a rolling twelve month period, the Commission will initiate a service investigation that may result in the imposition of fines, in accordance with Section 3(l) of the 1996 Kansas Act. Staff also proposed that telecommunications carriers that perform local exchange carrier (LEC) functions be subject to the LEC quality of service standards for that part of their network.

## III. Findings & Conclusions

10. The Commission finds and concludes that Staffs recommendation is reasonable. The Commission finds that competition among interLATA interexchange carriers has resulted in high service quality. The Commission also finds and concludes that a majority of all service problems occur in either the originating or terminating local exchange carrier's networks and that recently established quality of service standards for local exchange carriers will monitor such problems. The Commission also finds and concludes that Staffs quality of service standards for interLATA interexchange carriers are reasonable. The Commission finds that interLATA interexchange carriers should provide reasonably sufficient and efficient service to their customers as indicated by not more than four bona fide quality of service complaints received by the Commission in a rolling twelve month period. The Commission further finds and concludes that upon receipt of more than four such complaints per year, the Commission shall initiate a service investigation that may result in the imposition of fines, in accordance with Section

 $_{3(I) \text{ of the } 1996 \text{ Kansas Act.}}$  The Commission also finds and concludes that telecommunications carriers that perform local exchange carrier (LEC) functions will be subject to the LEC quality of service standards for that portion of their network.

IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT:Quality of service standards for all interLATA interexchange carriers are established as set forth above. Any party may file a petition for reconsideration of this order within fifteen days of the date this order is served. If service is by mail, service is complete upon '>

mailing and three days may be added to the above time frame. The Commission retains jurisdiction over the subject matter and the parties for the purpose of entering such further order or orders as it may deem necessary. BY THE COMMISSION IT IS SO ORDERED.

ed DEC McKee, Chr.; Seltsam, Corn.; Wine, Corn. **ORDER**McCONNELL

DIRECTOR

MD

MAILED 3

File name: 411780ks610.pdf

## Haviland Telephone Company, Inc. Line 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

**OVERALL RESPONSE TO EMERGENCY SITUATIONS:** The Company has a comprehensive disaster recovery plan (also called a "continuity plan") that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

**POWER:** In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company's central offices have automatic stand-by generators to run the entire offices. The digital loop carrier ("DLC") sites also have battery back-up.

REROUTING TRAFFIC AND REDUNDANCY: The Company has established 100% redundant E-911 trunks and SS-7 routes. In addition, the network was designed with redundancy, wherever possible, especially in the backbone network. Where it is not redundant, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy, it is due to the extreme cost of a 100% redundant network. For example, the loop to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the "last mile" to the customer.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. For example, on Mother's Day, the company handles traffic without the customer receiving the "All Trunks Busy" message which demonstrates the Company's ability to handle peak traffic spikes.

File name: 411780ks1010.pdf

# Haviland Telephone Company, Inc. Line 1010 – Voice Services Rate Comparability

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

The Company charges the following fixed voices prices:

Flat Rate Residential Service	\$17.00
State Residential Subscriber Line Charge	0.00
State Universal Service Charge Fee	\$1.56
Mandatory Extended Area Service	0.00
Residential Federal Subscriber Line Charge	<u>\$6.50</u>
Total Residential Fixed Voice Charges	<u>\$25.06</u>

Since the total for residential fixed voice that the Company charges, as shown above, is below the \$47.48, which is the reasonable comparability benchmark for voice services announced by the FCC Wireline Competition Bureau in the Public Notice released on April 16, 2015 (DA 15-470), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

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## Haviland Telephone Company, Inc. Line 1030 – Broadband Comparability

In a December 2014 Order (FCC 14-90), paragraphs 119-123, the FCC created Section 54.313(a)(12) which requires recipients of High Cost Program and/or Connect America Fund support that are subject to broadband performance obligations to submit a broadband reasonable comparability rate certification.

The following provides the Company's support for Line 1020 - Description of Broadband Service Rate Comparability.

As of January 1, 2016, the Company charges the following residential broadband price:

Download Speed	10Mbps
Upload Speed	1Mpbs
Usage Allowance	Unlimited
TOTAL RESIDENTIAL	\$59.95

Since the total for residential broadband that the Company charges, as shown above, is below the \$77.80 for 10 Mbps x 1 Mbps service with the unlimited usage allowance, which is the reasonable comparability benchmark for broadband service announced by the FCC Wireline Competition Bureau in the Public Notice released on April 16, 2015 (DA 15-470), the Company hereby certifies that it is in compliance with 47 C.F.R. \$54.313(a)(12).

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Haviland Telephone Company, Inc. Line 1210 – Terms and Conditions for Lifeline

# **Haviland Telephone Company Lifeline Terms and Conditions**

The Lifeline Service Program (Lifeline), sponsored by the FCC is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential exchange service to qualifying low-income customers. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll.

## A. GENERAL

- 1. Lifeline is a federally funded reduction of basic local residential service. The Federal credit amount (CR) provided to Lifeline subscribers will be the maximum amount authorized by the FCC.
  - a. a. Lifeline customers will also receive additional Lifeline Service reductions in intrastate local service of \$7.77.
  - b. In no event shall the Local Exchange access service rate be reduced below zero.
- 2. Local service for Lifeline customers may not be disconnected for nonpayment of toll charges.
  - a. Toll Restriction Service will be provided to Lifeline customers at no charge.
  - b. Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.
  - c. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.
- 3. Partial payment from Lifeline customers will be applied first to local service charges and then to toll charges.
- 4. Lifeline customers will not be denied reestablishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
- 5. Lifeline will not be furnished on a Foreign Exchange service arrangement.

### B. ELIGIBILITY REQUIREMENTS

- 1. Lifeline will be provided for on (1) telephone line per household, at the customer's principal place of residence who have only on local exchange access line to his/her residential premises or dwelling place.\* Verification of this requirement will be through self-certification.
- 2. Show that he/she is currently a recipient of benefits from one of the following public assistance programs:
  - Federal Public Housing Assistance/Section 8
  - Low Income Home Energy Assistance Program (LIHEAP)
  - Supplemental Nutrition Assistance Program
  - General Assistance
  - Supplemental Security Income (SSI)
  - Temporary Assistance to Needy Families (TAR)
  - Medicaid
  - Food Distribution Program
  - Free School Lunch Program
  - Individuals living on tribal land receiving:
    - Food Distribution Program
    - Bureau of Indian Affairs General Assistance
    - Tribally administered Temporary Assistance for Needy Families (TANF)
    - Head Start (tribal programs for only those meeting it's income qualifying standard)
    - Tribally administered Free School Lunch Program
      Individuals choosing this option must obtain and provide to the Telephone Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.

### 3. Income Eligibility

A customer shall be eligible for the Lifeline Service Program if that customer's household annual income level is at or below 150% of the federal poverty level. Such customers may obtain a form from the Telephone Company suitable for self-certification of income level and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior years federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.

### 4. Certification

The customer will certify eligibility for Lifeline Service. Recertification is required annually or at any

time the qualifying criteria for the customer changes.

Recipients of Lifeline Service must notify the Telephone Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Telephone Company will discontinue Lifeline Service.

If the Telephone Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

\*A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. However, it can be determined by the Telephone Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline Service will be provided.

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# Haviland Telephone Company, Inc. Line 3010 – Milestone Certification

As required in 47 C.F.R. § 54.202(a), any ETC receiving support must file a progress report on its five-year service quality plan. The ETC must certify it has taken reasonable steps to provide, upon reasonable request, broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time. This certification must be filed by July 1, 2015 (and future periods) as required by 47 C.F.R. § 54.313(f)(1)(i).

**CERTIFICATION:** The Company certifies that it is in compliance with the five-year service quality plan requirements as stated in 47 C.F.R. § 54.202(a) and all appropriate documents are being filed as required by 47 C.F.R. § 54.313(f)(1)(i).

The Company certifies that it has taken reasonable steps to provide, upon reasonable request, broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream or greater, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time.

The certification by an officer of the Company is included as part of the overall certification for the Form 481, which includes all attachments and is made by an officer of the Company whose responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients. The overall Form 481 certification is made that to the best of the officer's knowledge, the information reported on the Form 481, including attachments, is accurate.

# Haviland Telephone Company, Inc. Line 3010 – Annual Progress Report on Five-Year Service Quality Improvement Plan

As required in 47 C.F.R. § 54.313(a)(1), this document provides the Company's annual progress report on the five-year service quality improvement plan filed in 2015 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

We realize that 47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

Therefore, this document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including maps explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses.

The Company is one hundred percent compliant with the minimum broadband speed standard of 10 Mbps downstream and 1 Mbps upstream ("10/1 Mbps") adopted by the FCC in December 2014.

## QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the period from January 1, 2015 through December 31, 2015, the Company received approximately \$2,086 Million in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which was used approximately \$101 Thousand for capital expenditures and \$1,985 Million to cover a portion of the Company's operating expenses.

# QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY, SERVICE COVERAGE AND SERVICE CAPACITY:

Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve

service coverage, at the wire center level or census block, as appropriate. Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The Company continues to improve service quality in numerous ways such as increasing the bandwidth to the cloud, as needed, or installing new equipment where required. However, since 100% of our customers can receive 10/1 Mbps, the vast majority of our capital expenditures are very specific based on customer requests including installing new customers to our network.

## **COMMUNITY ANCHOR INSTITUTIONS:**

Lines 3011 and 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.

## **CONCLUSION:**

The Company is able to provide 10/1 Mbps to all of its customers. Further improvements will continue towards increased speed, capacity and quality of service in our service territory; however, the Company is 100% in compliance with the minimum broadband speed standard set by the FCC in December 2014.

